

Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details	
Faculty/Directorate	Estates Facilities & Capital Development
School/Department	Facilities
Team	Residential Services
Job Title	Building Maintenance Assistant
Grade	2
Hours of Work	35 hours per week
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Duty Manager Property Services
Responsible For (Job Title)	N/A

Principal Accountabilities
<p>The post holder will provide a professional service supporting various soft facilities functions including: Undertaking the day to day basic caretaking inspections, basic maintenance and portering tasks within the Residential Halls.</p> <p>The post holder will work flexibly as part of the Residential Team assisting and undertaking various accommodation and health and safety related inspections required within a Halls of Residence, in compliance with the UUK code, MMU procedures and practices and Health & Safety Regulations.</p> <p>The post holder will work flexibly as part of the Residential Facilities team, to help deliver a high quality customer focussed service.</p>

Key Tasks

Service Delivery

When required to undertake general portering duties as directed, which could include heavy lifting, moving furniture, room set ups and transportation of goods within the Halls of Residence.

Undertake basic maintenance work as directed and in accordance with agreed procedures. This will include but not be limited to: reactive lamping (replacing light bulbs), minor repairs to furniture, surfaces and decorations, re-securing toilet seats, fixing sink plugs and chains; requiring the use of basic tools and equipment.

Undertake regular checks of the buildings, including routine electrical equipment visual inspections and tests, annual pat testing inspections, periodic water monitoring (legionella inspections), fire safety equipment inspections recognising and reporting defects in order to maintain safety and customer satisfaction.

Use all materials in a cost effective and economical way, minimising waste where possible. To support the Residential Duty Manager in ensuring stock control is operated effectively and efficiently, maintaining stock levels at all times.

Complete accurate manual and computerised records as required by the department.

Dependent on location, drive University vehicles both on and off location when required.

Undertake all of the duties associated with the post on a day-to-day basis.

Customer Service

Use good customer care skills at all times, assisting visitors, and referring enquiries to the Residential Duty Manager or another support service as appropriate.

Promote a positive image of the University at all times.

To be highly visible throughout the buildings, maintaining a high profile with customers and staff in order to ensure standards are met and customers are satisfied.

Health & Safety

Identify and report potential hazardous situations, damages, breakages and repair requirements, taking preventative action or undertaking basic minor repairs as required, with due consideration for anyone in the vicinity.

Observe all rules and procedures in respect of hygiene, health and safety and fire prevention, assisting with the evacuation of the premises as required.

Safely store all equipment and machinery, following safe working practices when doing so.

Have a clean and tidy appearance and wear uniform and protective clothing as issued.

Make sure that the correct equipment is used for relevant tasks.

Gather and dispose of rubbish, including all recycling material.

Be responsible for keys/fobs/cards issued for the unlocking and securing of all designated areas before and after undertaking a job, returning them before finishing work.

Team & Personal Development

Complete mandatory training in line with Departmental and MMU requirements, and act as a role model to new starters.

Participate in further training, staff meetings and departmental communication sessions which will help keep individuals informed and as such help to achieve the required standards across Facilities.

Special Features

The role requires you to be flexible in your approach on a day to day basis, in order to deal with all operational requirements and support the team, as well as working across operational boundaries as reasonably requested.

There is the requirement to work different or extended hours, on a shift pattern or evenings and weekends with adequate notice in line with University policy.

Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role. □

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Ability to understand and follow both verbal and written instruction and procedures and to communicate clearly in the English language.	E
		1.2	Ability to carry out duties as outlined in the Job Description which include bending, walking, pushing, lifting, climbing stairs, working at height on ladders and handling equipment.	E
		1.3	Ability to use basic maintenance tools to undertake repairs including screw drivers, hammers, battery operated drills, screwdrivers etc.	E
		1.4	Ability to work under own initiative and as a member of a team.	E
		1.5	Ability to interact with a wide variety of people at all levels.	E
		1.6	Ability to keep accurate records and input data using the appropriate computer software packages. Excel ,Word.	E
		1.7	Must be a minimum of 21 years old and been in possession of a full clean driving license for at least 12 months (Dependent on location).	E
2	General & Specialist Knowledge	2.1	An understanding of good customer care and quality service.	E
		2.2	Knowledge of the requirements for working within a diverse organisation.	E
		2.3	An understanding of the need for safe working practices.	E
		2.4	A basic understanding of Building Maintenance equipment and techniques	D

3	Education & Training	3.1	Basic level of literacy and numeracy required.	E
		3.2	Level of education equivalent to NVQ Level 1/BTEC.	E
		3.3	Introductory Diploma/Certificate, or experience, in a relevant trade or discipline which demonstrates a good level of literacy and numeracy.	E
		3.4	Customer Care Training.	D
		3.5	Basic Health and Safety and Manual Handling Training.	D
4	Relevant Experience	4.1	Experience of working in a customer focused environment and able to demonstrate an emphasis on providing a quality service.	E
		4.2	Experience of lifting and handling large, heavy and awkward items.	E
		4.3	Experience in the use of basic maintenance tools.	E
		4.4	Experience of working in a similar environment undertaking low level repairs of fabric and equipment.	E
5	Special Requirements	5.1	Must be able to demonstrate a good attendance record.	E
		5.2	Evidence of a commitment to: <ul style="list-style-type: none"> • Equal Opportunities. • Providing a high standard of customer service. 	E
		5.3	Be willing to cover overtime.	E
Date of Revision		June 2019		